

Awards and Honors Received by the Department of Aviation

June 2014

Airports Council International – North America (ACI-NA) awarded the Austin airport's Construction PR Campaign "We're Tuning up!" 2nd place in the ACI-NA Marketing and Communications Excellence Awards PR campaign category.

June 2014

Airports Council International – North America (ACI-NA) awarded the Austin airport's print ad series "Fly In, Rock Out;" "Fly In, Chill Out;" "Fly In, Dine Out" 3rd place in the ACI-NA Marketing and Communications Excellence Awards print ad category.

June 2013

Airports Council International – North America (ACI-NA) awarded Austin-Bergstrom its 2012 Excellence in Airport Marketing and Communication Award; first Place in "Customer Service Initiatives" for its Texas-sized welcome and send-off for Formula 1 race fans.

June 2013

Airports Council International – North America (ACI-NA) awarded Austin-Bergstrom its 2012 Excellence in Airport Marketing and Communication Award; first Place in "Partnering with Carriers" for gathering community support to help Austin and Southwest Airlines land a competitive new nonstop to Washington Reagan National Airport.

August 2012

Ranked #1 by respondents of Austin Citizen Survey on the public's satisfaction with quality of airport services for the fourth consecutive year.

February 2012

For the sixth consecutive year, Austin-Bergstrom International Airport was highly ranked for customer service. Austin's airport ranked fourth among airports in North America, regardless of size, by Airport Council International's (ACI) 2011 Airport Service Quality (ASQ) passenger survey. The Airport Service Quality Survey rankings were based on the results of over 300,000 questionnaires completed by passengers at 225 airports worldwide and capture the passengers' perception of the quality of more than 30 aspects of service. The survey is performed monthly.

November 2011

The first Airport Council International's Director General's Roll of Excellence launched to honor new heights in customer service and inducted Austin-Bergstrom International Airport. The Director General's Roll of Excellence recognizes airports that have ranked among the top five in Airport Service Quality (ASQ) for five consecutive years. Only 14 airports in the world have received this recognition.

August 2011

Ranked #1 by respondents of Austin Citizen Survey on the public's satisfaction with quality of airport services for the third consecutive year.

April 2011

Austin-Bergstrom International Airport is named one of the best airports in the world according to the Airport Service Quality Awards. The Awards recognize the airports which have achieved the highest passenger satisfaction ratings. Airport Service Quality (ASQ) Awards just posted its top airports <http://budurl.com/ASQBestAirports>. It is the fifth consecutive year, Austin-Bergstrom International Airport has earned a ranking in the top five airports in both North America and the world for excellence in customer service. In the 2010 ASQ survey, Austin-Bergstrom is ranked the third best airport of any size in North America. Austin's airport is fifth world-wide among airports its size: 5-15 million passengers.



March 2011

Austin Music Awards place airport in top live music venues, ranking #3 in acoustic venue and the Ray Benson's Roadhouse #5 in best live music venue.

September 2010

Friendliest Greeters in Town: ABIA Parking Attendants - The Austin Chronicle's Best of Austin named ABIA On-Airport Parking attendants the "Friendliest Greeters in Town." Cited were the "Texas-sized smile and an Austin, Tejas, welcome, 24 hours a day" of ABIA parking staff.

August 2010

Airports Council International North America (ACI-NA) awarded its 2010 Excellence in Airport Marketing and Communication Award, Second Place in Aviation Education & Tour Programs, to the Austin-Bergstrom International Airport. The award recognized the airport's Del Valle Elementary Mentor Program.

August 2010

Ranked #1 by respondents of Austin Citizen Survey on the public's satisfaction with quality of airport services for the second consecutive year.

July 2010

Travel + Leisure magazine's July 2010 issue rated Austin-Bergstrom International Airport #9 on its best airports list.

March 2010

Airport Revenue News (ARN) awarded Austin-Bergstrom International Airport the 2010 Best Concessions Award, Airport with the Most Unique Services in the Medium Airport Division.

February 2010

Airports Council International (ACI) Airport Service Quality Survey 2009 ranked Austin-Bergstrom International Airport the best airport in North America and second world-wide among airports its size: 5-15 million passengers. The Airport Service Quality Survey rankings were based on the results of over 275,000 questionnaires completed by passengers at 118 airports worldwide and captures the passengers' perception of the quality of more than 30 aspects of service.

September 2009

Best of Austin-The Austin Chronicle named Austin-Bergstrom International Airport the Best Austin Homage in its Best of Austin 2009 issue. It recognized the airport's true representation of Austin, from architecture and design to homegrown vendors and local live music and art.

August 2009

Ranked #1 by respondents of *Austin Citizen Survey* on the public's satisfaction with quality of airport services.

August 2009

Airports Council International North America (ACI-NA) awarded its 2009 Excellence in Airport Marketing and Communication Award, Second Place in Radio Advertising, to the Austin-Bergstrom International Airport. The award recognized the airport's Spring 2009 Park at ABIA & Win program's advertisement "[This is your Captain Speaking.](#)"

April 2009

Austin-Bergstrom International Airport (ABIA) is the first airport in North America to be certified to the new Airports Council International (ACI) Airport Service Quality (ASQ) Assured industry benchmark of service quality. ABIA is the third airport in the world to achieve ASQ Assured status. The ACI ASQ Assured certification benchmarks an airport's service quality management approach and practices against 20 industry best practice criteria. These are grouped into the categories of Leadership, Customer Focus, People Management, Systems and Process Approach, Business Partner Relationships and Measurement, Benchmarking, Analysis and Continuous Improvement.



March 2009

Airports Council International (ACI) Airport Service Quality Survey 2008 ranked Austin-Bergstrom International Airport third for its size among airports around the globe and ranked third overall in North America for top performing customer service. The Airport Service Quality Survey rankings were based on the results of over

200,000 questionnaires completed by passengers at 108 airports worldwide and captures the passengers' perception of the quality of more than 30 aspects of service.

August 2008

The Employer Support of the Guard and Reserve (ESGR) presented Austin-Bergstrom International Airport, and the Hilton Austin Airport with a Seven Seals Award to recognize the airport's Delayed Military Passengers Program.

April 2007

The City of Austin Aviation Department's Wellness Team won the Bronze Award for Municipal Organizations in the 2007 Texas Roundup Governor's Challenge. The Texas Roundup is a state-wide fitness initiative involving a six-week online physical activity program. The goal of the Texas Roundup Governor's Challenge is to encourage and challenge people around Texas to make exercise and a healthy lifestyle part of their everyday lives.

March 2007

The Airports Council International (ACI) 2006 Airport Service Quality Awards named Austin-Bergstrom International Airport the Best Domestic Airport. The award recognizes outstanding airport performance in passenger service and satisfaction. This is based on responses to a global survey of 200,000 passengers from over 90 airports worldwide.



March 2007

Airport Revenue News (ARN) awarded Austin-Bergstrom International Airport the 2007 Best Concessions Award, Airport with the Most Unique Services. "The airports and companies recognized as the best in this competition are doing outstanding work and raising the standards of excellence in this dynamic industry," said Pauline Armbrust, president & CEO for Armbrust Aviation Group, publisher of ARN.

August 2006

Airports Council International - North America's 2006 Excellence in Marketing & Communications Creative Innovations – Promotional Items Third Place awarded to ABIA for items created for Airport Council International North America Marketing & Communications Conference hosted by Austin in June 2006.

February 2006

Armbrust Aviation Group 2006 Best Airport Operations Manager, Medium/Small airports category, presented to Patti Edwards, City of Austin Aviation Department Assistant Director of Operations, Maintenance and Facilities.

February 2006

Airport Revenue News 2006 Best Concessions Winner, small airport division, presented to Austin-Bergstrom International Airport for best overall concession program.

May 2005

Propane Exceptional Energy Fleet Award presented to Austin-Bergstrom International Airport at the U.S. Department of Energy's 11th National Clean Cities Conference & Expo. The award recognizes companies and public sector organizations that are capitalizing on the exceptional business and environmental benefits of using propane to power their fleets.

December 2004

J. D. Power and Associates' 2004 Global Airport Satisfaction Study ranked Austin-Bergstrom International Airport in the top three of all airports its size.

October 2004

Airport Council International - North America (ACI-NA) 2004 Marketing and Communications photography contest awarded second to the Austin-Bergstrom International Airport. The award recognized a photo of the airport's terminal donated by Austin artist Tina Weitz.

February 2004

J. D. Power and Associates' 2003 Global Airport Satisfaction Study ranked Austin-Bergstrom International Airport highest of all airports its size. Additionally, the study ranked Austin-Bergstrom in the top five airports of any size worldwide for overall satisfaction.

August 2003

The 2003 Greater Austin Chamber of Commerce "Over the Top" Business Award for "Customer Service" was presented to the Austin-Bergstrom International Airport "In recognition of excellence for customer service." Austin-Bergstrom won the award in the large business category.

November 2002

Austin-Bergstrom International Airport's Music in the Air TV program placed first in the Airport Council International - North America (ACI-NA) annual Excellence in Marketing and Communications Awards in the category of Video and Film Production.

October 2002

The J.D. Power and Associates 2002 Global Airport Satisfaction Study scored Austin-Bergstrom International Airport higher than every airport in the U.S. for customer satisfaction, ranking ABIA second highest in the world. Austin-Bergstrom scored well above average in all nine surveyed categories, receiving its highest rankings in the categories of bag claim, leaving the airport, facilities, and food.

July 2002

Austin-Bergstrom International Airport is the second fastest airport among major U.S. airports to get from the curb to gate in 30 minutes or less according to a survey conducted by Travelocity.com.

April 2002

The April 15, 2002 issue of Newsweek magazine reported Austin the second best airport to "just hanging around." Setting Austin-Bergstrom International Airport apart was live music, plus the best bathrooms anywhere. The ranking was part of a travel feature on improved airport services for waiting travelers.

March 2002

Southwest Airlines recognized Austin-Bergstrom International Airport as the best airport in its 59-airport system. Austin-Bergstrom was named "Station of the Year" for 2001 based on a combination of criteria including the highest percentage of compliments from customers, fewest customer complaints, best worker productivity and best performance overall in customer service, ramp service and operations.

September 2001

Airport Council International - North America (ACI-NA) awarded third place in its 2001 Marketing and Communications newsletters contest to the City of Austin - Aviation Dept. publication Air Currents.

May 2001

The Building Stone Institute and American Institute of Architects (AIA) selected the Barbara Jordan Terminal to receive the 2001 Tucker Award of Design Excellence. The award is the industry's most prestigious award and is highly respected in the building and stone community. The Tucker Architectural Award is given to architects, designers and others who have 'achieved the ideal of excellence' and whose design incorporates the use of natural stone in the work. Terminal design architect is Lawrence W. Speck.

March 2001

The Texas Chapter of the American Society of Landscape Architects awards Austin-Bergstrom International Airport the Honor Award for its landscape architectural design. Austin-Bergstrom's landscape may be the largest native plant project in all of Texas and is the largest native plant installation in Austin as well as the largest City of Austin landscaping project.

March 2001

The *2000 Texas Outstanding Civil Engineering Achievement Award of Merit* was presented by the Texas Section of the American Society of Civil Engineers to the City of Austin Aviation Department for the airport. The award

recognizes Austin-Bergstrom for exemplifying civil engineering skills and representing a significant contribution to civil engineering progress and society.

October 2000

The Texas Society of Architects (TSA) awarded the design team of Page Southerland Page and Larry Speck for their design of the Barbara Jordan Terminal design this month in San Antonio. The 2000 Design Awards competition chose nine projects from 183 entries in the annual competition that honors outstanding architectural projects by architects in Texas. The terminal's striking features and openness were just a few of the 'Austin like' qualities that help win the award.

September 2000

Austin-Bergstrom and its construction project management firm, Parsons Brinckerhoff, were recognized for 'contributions to protect the environment' during the successful transformation from military base to world class airport. The judges stated that the \$580 million construction project serves as a model of materials recycling. Noted was the installation of a major concrete recycling plant on the airport site. More than 127,000 tons of apron pavement were removed from the locations for the new terminal and cross taxiway and brought to the plant to be crushed.

September 2000

Austin-Bergstrom International Airport's quarterly external newsletter, Fly Austin, took first place in Airports Council International -North America's (ACI-NA) 2000 Excellence in Communications Contest. Also, the airport's Virtual Tour of the terminal offered on ABIA's Web site placed third in the category of Creative Innovations.

August 2000

Airport Landscape wins 3 Environmental Awareness Awards. The Aviation Department won the City of Austin 1999-2000 Environmental Awareness Award in the Government category for its contribution in protecting and enhancing the airport's public landscaping. The department's landscape project manager, Ron Gentry, received an Honorable Mention in the Beth Brown Boettner Individual award. And, the eight Central Texas private companies that contributed to the airport's landscaping received 2nd place in the Private Enterprise category. The awards were sponsored by the City of Austin's Environmental Board, Resource Management Commission and Water and Wastewater Commission.

April 2000

Austin-Bergstrom International Airport recognized for its dynamic and innovative concessions programs in the medium-sized airport category (Class C) from the airport trade organization Airports Council International - North America (ACI-NA). First place for 'Best Innovative Concession' featuring the stage music program, co-sponsored by ABIA and CA One, Services (Buffalo, NY); First place for 'Best Food and Beverage Concession' by CA One, Services; Second place for 'Best Retail and Specialty Program' by News and Gifts International (San Antonio, Texas).

January 2000

The Airport District Office, Southwest Region of the Federal Aviation Administration recognized Austin-Bergstrom International airport as "Outstanding Texas airport in 1999." The airport competed with two major hubs - D/FW and Houston Intercontinental and 27 other Texas airports for the distinguished honor.

January 2000

The Austin-Bergstrom International Airport was awarded "Best Public Sector Award" by the Austin Real Estate Council. The award was presented to "the individual or business that, through the design, construction, and use of commercial real estate, has made the most conscientious contribution to the quality of urban living for Austinites."

January 2000

Austin-Bergstrom International Airport received 4 out of 10 Texas-wide awards for Contractors' Installation work for our beautiful landscaping. Two awards were given for the entryway to L & R Landscaping designed by J. Robert Anderson. L & R Landscaping also received two awards for the parking lot installation designed by The Broussard Group.

October 1999

Airports Council International (ACI) presented two awards to the Department of Aviation through ACI-North America's 1999 Excellence in Communications Contest. The awards were "First Place in Special Events" for the new airport's grand opening activities, and "Third Place in Brochures."

July 1999

Office of the Secretary of Defense presented the City of Austin Department of Aviation with an award for Exemplary Work in Base Redevelopment.

November 1998

Austin-Bergstrom International Airport was awarded the Texas Construction Magazine's "Best of 1998 Award of Merit for Outstanding Public Project." The airport was recognized for its excellence in design; construction excellence with an on-schedule and on-budget program, and a highly effective worker safety program.

August 1998

The Airports Council International-North America (ACI-NA) awarded Austin-Bergstrom International Airport the "1998 Environmental Achievement Award" for the project's benefit to the immediate environment and application at other airports.

August 1998

World Safety Organization awarded New Airport Project Team its "WSO Concerned Corporation/Company Award."

June 1998

Public Risk Management Association awarded New Airport Project Team its Safety Award.

1998

Associated Builders and Contractors presented the Department of Aviation with an "Award of Merit - Outstanding Public Project" from Texas Construction, January 1999, at their 1998 National Excellence in Construction Convention.

October 1997

The New Airport Project Team was named "1997 Contractor of the Year" by the Austin Area Utility Coordination Council (AAUCC), a consortium of public utilities whose mission is to encourage contractors to prevent utility damage during construction.

September 1997

New Airport Safety Manager John Agrilla received the World Safety Organization's "1997 James K. Williams Award" for outstanding safety professional achievement. The Austin-Bergstrom International Airport project has logged more than 1,466,000 construction hours with no lost time injuries.

February 1997

FAA Southwest Region awarded Austin-Bergstrom International Airport the 1997 Environmental Achievement Award for being a model environmental airport.

January 1997

The Associated General Contractors of America awarded the general contractor of the Airport Aircraft Rescue and Fire Fighting Station at Austin-Bergstrom International Airport with an "Outstanding Construction" award; contractor was Braun and Butler Construction, Inc. of Austin.

September 1996

New Airport Department was recognized as the City's top department for its timeliness of payments to contractors, averaging a ten-day payment cycle.

June 1996

U.S. Department of Defense presented its 1996 Public Service Excellence Award for ensuring timely environmental clean-up efforts at the former Bergstrom Air Force Base.

May 1996

Del Valle Independent School District officials awarded the New Airport Project Team a Red Apple Success Award for the New Airport's "above and beyond" contribution as an Adopt-A-School sponsor.

October 1995

New Airport Project Team earned top quality award from Greater Austin Quality Awards.